



Health Sciences Center
NEW ORLEANS

**LOUISIANA STATE UNIVERSITY
HEALTH SCIENCES CENTER
STUDENT LOAN SERVICING AND MANAGEMENT
CONTRACT**



Health Sciences Center

ADMINISTRATION AND FINANCE

Purchasing/Distribution Services

School of Medicine in New Orleans
School of Medicine in Shreveport
School of Dentistry
School of Nursing
School of Allied Health Professions
School of Graduate Studies
Health Care Services Division

Louisiana State University Health Sciences Center

Purchasing Department
433 Bolivar Street, Sixth Floor
New Orleans, LA 70112

(The First Floor is closed due to Hurricane damage. Please enter via the garage across Bolivar St.)

Additional Information Bid # 001663A

Change the Invitation to Bid document as follows:

Delete all references to bid envelopes and labels.


Delete items 6 and 7 of the Instructions to Bidders.

Insert your company's name and address on the first page headed Invitation to Bid under the Opening Date. Proposal forms are to be placed in an opaque envelope and endorsed with the bid number, bid title, bid opening date, bid opening time and delivered to Purchasing, LSU Health Sciences Center in New Orleans, 433 Bolivar St. Room 623, New Orleans, Louisiana 70112.

Your company's Federal Tax ID#

Michael D. Williams
Senior Buyer
LSUHSC Purchasing

Invitation to Bid

LSUHSC New Orleans				BIDS WILL BE PUBLICLY OPENED: April 11, 2011 02:00 PM	
VENDOR NO. : SOLICITATION : 001663A OPENING DATE : 04/11/2011		Return Bid in Envelope/Labels Provided to: Purchasing Department 433 Bolivar St Room 623 New Orleans LA 70112		BUYER : Williams, Michael D. BUYER PHONE : 504/568-6261 DATE ISSUED : 03/18/2011 REQ. NO : FISCAL YEAR : 0	
Student Loan Servicing & Mgmt					
INSTRUCTIONS TO BIDDERS					
<ol style="list-style-type: none"> 1. READ THE ENTIRE BID, INCLUDING ALL TERMS AND CONDITIONS AND SPECIFICATIONS. 2. FILL IN ALL BLANK SPACES. 3. ALL BID PRICES MUST BE TYPED OR WRITTEN IN INK. ANY CORRECTIONS, ERASURES OR OTHER FORMS OF ALTERATION TO UNIT PRICES SHOULD BE INITIALIZED BY THE BIDDER. 4. BID PRICES SHALL INCLUDE DELIVERY OF ALL ITEMS F.O.B. DESTINATION OR AS OTHERWISE PROVIDED. BIDS CONTAINING "PAYMENT IN ADVANCE" OR "C.O.D." REQUIREMENTS MAY BE REJECTED. PAYMENT IS TO BE MADE WITHIN 30 DAYS AFTER RECEIPT OF PROPERLY EXECUTED INVOICE OR DELIVERY, WHICHEVER IS LATER. 5. SPECIFY YOUR PAYMENT TERMS: _____ . CASH DISCOUNTS FOR LESS THAN 30 DAYS OR LESS THAN 1% WILL BE ACCEPTED, BUT WILL NOT BE CONSIDERED IN DETERMINING AWARDS 					
BY SIGNING THIS BID, THE BIDDER CERTIFIES:					
<ul style="list-style-type: none"> * THAT NEITHER THIS BUSINESS ENTITY NOR ANY OF ITS EMPLOYEES OR SUBCONTRACTORS IS CURRENTLY LISTED AS EXCLUDED OR SANCTIONED BY EITHER THE DEPARTMENT OF HEALTH AND HUMAN SERVICES, OFFICE OF INSPECTOR GENERAL (OIG) OR THE GENERAL SERVICES ADMINISTRATION (GSA). * THAT IF THIS BUSINESS ENTITY OR ANY OF ITS EMPLOYEES OR SUBCONTRACTORS APPEAR ON EITHER LISTING, MY BID WILL BE REJECTED. * THAT IF AT ANY TIME DURING THE TERM OF THE CONTRACT AWARDED AS A RESULT OF THIS INVITATION TO BID, THIS ENTITY OR ANY OF ITS EMPLOYEES OR SUBCONTRACTORS APPEARS ON EITHER LISTING, MY COMPANY WILL NOTIFY THE CONTRACTING AGENCY, AND THE CONTRACT WILL BE TERMINATED. THE CONTRACTING AGENCY WILL NOT BE LIABLE FOR ANY DAMAGES RESULTING FROM SAID TERMINATION. 					
THE BIDDER FURTHER CERTIFIES:					
<ul style="list-style-type: none"> * COMPLIANCE WITH ALL INSTRUCTIONS TO BIDDERS, TERMS, CONDITIONS, AND SPECIFICATIONS. * THIS BID IS MADE WITHOUT COLLUSION OR FRAUD. * THAT ALL TAXES DULY ASSESSED BY THE STATE OF LOUISIANA AND IT'S SUBDIVISIONS, INCLUDING FRANCHISE TAXES, PRIVILEGE TAXES, SALES TAXES AND ALL OTHER TAXES FOR WHICH THE FIRM IS LIABLE HAVE BEEN PAID. * THAT IF MY BID IS ACCEPTED WITHIN _____ DAYS FROM BID CLOSING TIME, MY FIRM WILL FURNISH ANY OR ALL OF THE ITEMS (OR SECTIONS) AT THE PRICE OPPOSITE EACH ITEM (OR SECTION). * DELIVERY WILL BE MADE WITHIN _____ DAYS AFTER RECEIPT OF ORDER. 					
VENDOR PHONE NUMBER:		TITLE		DATE	
FAX NUMBER:					
SIGNATURE OF AUTHORIZED BIDDER (MUST BE SIGNED)			NAME OF BIDDER (TYPED OR PRINTED)		

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<p>6. DESIRED DELIVERY: 10 DAYS ARO, UNLESS SPECIFIED ELSEWHERE</p> <p>7. TO ASSURE CONSIDERATION, ALL BIDS SHOULD BE SUBMITTED IN THE SPECIAL ENVELOPE, OR USE BID LABEL IF FURNISHED FOR THAT PURPOSE. IN THE EVENT YOUR BID CONTAINS BULKY SUBJECT MATERIAL, THE SPECIAL BID ENVELOPE SHOULD BE FIRMLY AFFIXED TO THE MAILING ENVELOPE.</p> <p>8. BIDS SUBMITTED ARE SUBJECT TO PROVISIONS OF THE LAWS OF THE STATE OF LOUISIANA INCLUDING BUT NOT LIMITED TO L.R.S. 39:1551-1736; PURCHASING RULES AND REGULATIONS; EXECUTIVE ORDERS; STANDARD TERMS AND CONDITIONS; SPECIAL CONDITIONS; AND SPECIFICATIONS LISTED IN THIS SOLICITATION.</p> <p>9. IMPORTANT: THIS BID IS TO BE MANUALLY SIGNED IN INK BY A PERSON AUTHORIZED TO BIND THE VENDOR (SEE NO.31).</p> <p>10. INQUIRIES: ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO THE BUYER AT THE PHONE NUMBER AND ADDRESS SHOWN ABOVE.</p> <p>11. BID FORMS: ALL WRITTEN BIDS, UNLESS OTHERWISE PROVIDED FOR, SHOULD BE SUBMITTED ON, AND IN ACCORDANCE WITH FORMS PROVIDED, PROPERLY SIGNED (SEE #31). BIDS MUST BE RECEIVED AT THE ADDRESS SPECIFIED IN THE SOLICITATION PRIOR TO BID OPENING TIME IN ORDER TO BE CONSIDERED.</p> <p>12. STANDARDS OR QUALITY. ANY PRODUCT OR SERVICE BID SHALL CONFORM TO ALL APPLICABLE FEDERAL AND STATE LAWS AND REGULATIONS AND THE SPECIFICATIONS CONTAINED IN THE SOLICITATION. UNLESS OTHERWISE SPECIFIED IN THE SOLICITATION, ANY MANUFACTURER'S NAME, TRADE NAME, BRAND NAME, OR CATALOG NUMBER USED IN THE SPECIFICATION IS FOR THE PURPOSE OF DESCRIBING THE STANDARD OF QUALITY, PERFORMANCE, AND CHARACTERISTICS DESIRED AND IS NOT INTENDED TO LIMIT OR RESTRICT COMPETITION. BIDDER MUST SPECIFY THE BRAND AND MODEL NUMBER OF THE PRODUCT OFFERED IN HIS/HER BID. BIDS NOT SPECIFYING BRAND AND MODEL NUMBER SHALL BE CONSIDERED AS OFFERING THE EXACT PRODUCTS SPECIFIED IN THE SOLICITATION.</p> <p>13. DESCRIPTIVE INFORMATION. BIDDERS PROPOSING AN EQUIVALENT BRAND OR MODEL SHOULD SUBMIT WITH THE BID, INFORMATION (SUCH AS ILLUSTRATIONS, DESCRIPTIVE LITERATURE, TECHNICAL DATA) SUFFICIENT FOR LSUHSC TO EVALUATE QUALITY, SUITABILITY, AND COMPLIANCE WITH THE SPECIFICATIONS IN THE SOLICITATION. FAILURE TO SUBMIT DESCRIPTIVE INFORMATION MAY CAUSE BID TO BE REJECTED. ANY CHANGE MADE TO A MANUFACTURER'S PUBLISHED SPECIFICATION SUBMITTED FOR A PRODUCT SHALL BE VERIFIABLE BY THE MANUFACTURER. IF ITEM(S) BID DO NOT FULLY COMPLY WITH SPECIFICATIONS (INCLUDING BRAND AND/OR PRODUCT NUMBER), BIDDER MUST STATE IN WHAT RESPECT ITEMS(S) DEVIATE. FAILURE TO NOTE EXCEPTIONS ON THE BID FORM WILL NOT RELIEVE THE SUCCESSFUL BIDDER(S) FROM SUPPLYING THE ACTUAL PRODUCTS REQUESTED.</p> <p>14. BID OPENING. BIDDERS MAY ATTEND THE BID OPENING, BUT NO INFORMATION OR OPINIONS CONCERNING THE ULTIMATE CONTRACT AWARD WILL BE GIVEN AT THE BID OPENING OR DURING THE EVALUATION PROCESS. BIDS MAY BE EXAMINED WITHIN 72 HOURS AFTER BID OPENING. INFORMATION PERTAINING TO COMPLETED FILES MAY BE SECURED BY VISITING LSUHSC DURING NORMAL WORKING HOURS. WRITTEN BID TABULATIONS WILL NOT BE FURNISHED.</p> <p>15. AWARDS. AWARD WILL BE MADE TO THE LOWEST RESPONSIBLE AND RESPONSIVE BIDDER. LSUHSC RESERVES THE RIGHT TO AWARD ITEMS SEPARATELY, GROUP, OR IN TOTAL, AND TO REJECT ANY OR ALL BIDS AND WAIVE ANY INFORMALITIES.</p> <p>16. PRICES. UNLESS OTHERWISE SPECIFIED BY LSUHSC IN THE SOLICITATION, BID PRICES MUST BE COMPLETE, INCLUDING TRANSPORTATION PREPAID BY BIDDER TO DESTINATION AND FIRM FOR ACCEPTANCE FOR A MINIMUM OF 30 DAYS. IF ACCEPTED, PRICES MUST BE FIRM FOR THE CONTRACTUAL PERIOD. BIDS OTHER THAN F.O.B. DESTINATION MAY BE REJECTED. PRICES SHOULD BE QUOTED IN THE UNIT (EACH,</p>	

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<p>BOX, CASE, ETC.) AS SPECIFIED IN THE SOLICITATION.</p> <p>17.DELIVERIES. BIDS MAY BE REJECTED IF THE DELIVERY TIME INDICATED IS LONGER THAN THAT SPECIFIED IN THE SOLICITATION.</p> <p>18.TAXES. VENDOR IS RESPONSIBLE FOR INCLUDING ALL APPLICABLE TAXES IN THE BID PRICE. LSUHSC AGENCIES ARE EXEMPT FROM ALL STATE AND LOCAL SALES AND USE TAXES.</p> <p>19.NEW PRODUCTS. UNLESS SPECIFICALLY CALLED FOR IN THE SOLICITATION, ALL PRODUCTS FOR PURCHASE MUST BE NEW, NEVER PREVIOUSLY USED, AND THE CURRENT MODEL AND/OR PACKAGING. NO REMANUFACTURED, DEMONSTRATOR, USED OR IRREGULAR PRODUCT WILL BE CONSIDERED FOR PURCHASE UNLESS OTHERWISE SPECIFIED IN THE SOLICITATION. THE MANUFACTURER'S STANDARD WARRANTY WILL APPLY UNLESS OTHERWISE SPECIFIED IN THE SOLICITATION.</p> <p>20.CONTRACT CANCELLATION. THE STATE OF LOUISIANA HAS THE RIGHT TO CANCEL ANY CONTRACT, IN ACCORDANCE WITH PURCHASING RULES AND REGULATIONS, FOR CAUSE INCLUDING BUT NOT LIMITED TO THE FOLLOWING: (1) FAILURE TO DELIVER WITHIN THE TIME SPECIFIED IN THE CONTRACT; (2) FAILURE OF THE PRODUCT OR SERVICE TO MEET SPECIFICATIONS, CONFORM TO SAMPLE QUALITY OR TO BE DELIVERED IN GOOD CONDITION; (3) MISREPRESENTATION BY THE CONTRACTOR; (4) FRAUD, COLLUSION CONSPIRACY OR OTHER UNLAWFUL MEANS OF OBTAINING ANY CONTRACT WITH THE STATE; (5) CONFLICT OF CONTRACT PROVISIONS WITH CONSTITUTIONAL OR STATUTORY PROVISIONS OF STATE OR FEDERAL LAW; (6) ANY OTHER BREACH OF CONTRACT.</p> <p>21.DEFAULT OF CONTRACT. FAILURE TO DELIVER WITHIN THE TIME SPECIFIED IN THE BID WILL CONSTITUTE A DEFAULT AND MAY CAUSE CANCELLATION OF THE CONTRACT. WHERE THE UNIVERSITY HAS DETERMINED THE CONTRACTOR TO BE IN DEFAULT, THE UNIVERSITY RESERVES THE RIGHT TO PURCHASE AN OR ALL PRODUCTS OR SERVICES COVERED BY THE CONTRACT ON THE OPEN MARKET AND TO CHARGE THE CONTRACTOR WITH COST IN EXCESS OF THE CONTRACT PRICE. UNTIL SUCH ASSESSED CHARGES HAVE BEEN PAID, NO SUBSEQUENT BID FROM THE DEFAULTING CONTRACTOR WILL BE CONSIDERED.</p> <p>22.ORDER OF PRIORITY. IN THE EVENT THERE IS A CONFLICT BETWEEN THE INSTRUCTIONS TO BIDDERS OR STANDARD CONDITIONS AND THE SPEICAL CONDITIONS, THE SPECIAL CONDITIONS SHALL GOVERN.</p> <p>23.APPLICABLE LAW. ALL CONTRACTS SHALL BE CONSTRUED IN ACCORDANCE WITH AND GOVERNED BY THE LAWS OF THE STATE OF LOUISIANA.</p> <p>24.EQUAL OPPORTUNITY. BY SUBMITTING AND SIGNING THIS BID, BIDDER AGREES THAT HE/SHE WILL NOT DISCRIMINATE IN THE RENDERING OF SERVICES TO AND/OR EMPLOYMENT OF INDIVIDUALS BECAUSE OF RACE, COLOR, RELIGION, SEX, AGE, NATIONAL ORIGIN, HANDICAP, DISABILITY, VETERAN STATUS, OR A OTHER NON-MERIT FACTOR.</p> <p>25.SPECIAL ACCOMMODATIONS. ANY "QUALIFIED INDIVIDUAL WITH DISABILITY" AS DEFINED BY THE AMERICANS WITH DISABILITIES ACT WHO HAS SUBMITTED A BID AND DESIRES TO ATTEND THE BID OPENING, MUST NOTIFY THIS OFFICE IN WRITING NOT LATER THAN SEVEN DAYS PRIOR TO THE BID OPENING DATE OF THEIR NEED FOR SPECIAL ACCOMMODATIONS. IF THE REQUEST CANNOT BE REASONABLY PROVIDED, THE INDIVIDUAL WILL BE INFORMED PRIOR TO THE BID OPENING.</p> <p>26.IDEMNITY. CONTRACTOR AGREES, UPON RECEIPT OF WRITTEN NOTICE OF A CLAIM OR ACTION, TO DEFEND THE CLAIM OR ACTION, OR TAKE OTHER APPROPRIATE MEASURE, TO IDEMNIFY, AND HOLD HARMLESS, LSUHSC, ITS OFFICERS, ITS AGENTS AND ITS EMPLOYEES FROM AND AGAINST ALL CLAIMS AND ACTIONS FOR BODILY INJURY, DEATH OR PROPERTY DAMAGES CAUSED BY THE FAULT OF THE CONTRACTOR,</p>	

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OFFICERS, ITS AGENTS, OR ITS EMPLOYEES. CONTRACTOR IS OBLIGATED TO INDEMNIFY ONLY TO THE EXTENT OF THE FAULT OF THE CONTRACTOR, ITS OFFICERS, ITS AGENTS, OR ITS EMPLOYEES. HOWEVER, THE CONTRACTOR SHALL HAVE NO OBLIGATION AS SET FORTH ABOVE WITH RESPECT TO ANY CLAIM OR ACTION FROM BODILY INJURY, DEATH OR PROPERTY DAMAGES ARISING OUT OF THE FAULT OF THE UNIVERSITY, ITS OFFICERS, ITS AGENTS OR ITS EMPLOYEES.

27. INTERPRETATION OF DOCUMENT: ANY INTERPRETATION OF THE BID OR QUOTATION DOCUMENT WILL ONLY BE MADE BY AN ADDENDUM ISSUED IN WRITING BY THE PURCHASING DEPARTMENT. SUCH ADDENDUM WILL BE MAILED OR DELIVERED TO EACH PERSON RECEIVING A SET OF THE ORIGINAL BID OR QUOTATION DOCUMENTS. LSUHSC WILL NOT BE RESPONSIBLE FOR ANY OTHER EXPLANATION OR INTERPRETATION OF THE DOCUMENTS.

28. ACCEPTANCE OF BID: ONLY THE ISSUANCE OF A PURCHASE ORDER OR A SIGNED CONTRACT CONSTITUTES ACCEPTANCE ON THE PART OF LSUHSC.

29. ADHERENCE TO JCAHO STANDARDS: WHERE APPLICABLE, LSUHSC IS ACCREDITED BY THE JOINT COMMISSION ON ACCREDITATION OF HEALTHCARE ORGANIZATIONS AND AS SUCH ALL CONTRACTORS, SUBCONTRACTORS, AND VENDORS AGREE TO ADHERE TO THE APPLICABLE STANDARDS PROMULGATED BY THE COMMISSION.

30. PREFERENCE: IN ACCORDANCE WITH LOUISIANA REVISED STATUTES 39:1595, A PREFERENCE MAY BE ALLOWED FOR PRODUCTS MANUFACTURED, PRODUCED, GROWN, OR ASSEMBLED IN LOUISIANA OF EQUAL QUALITY. DO YOU CLAIM THIS PREFERENCE? YES _____ NO _____
 SPECIFY THE LINE NUMBER (S) _____
 SPECIFY LOCATION WITHIN LOUISIANA WHERE THIS PRODUCT IS MANUFACTURED, PRODUCED, GROWN OR ASSEMBLED _____
 (NOTE: IF MORE SPACE IS REQUIRED, INCLUDE ON SEPARATE SHEET.)
 DO YOU HAVE A LOUISIANA BUSINESS WORK FORCE? YES _____ NO _____
 IF SO, DO YOU CERTIFY THAT AT LEAST FIFTY PERCENT (50%) OF YOUR LOUISIANA WORKFORCE IS COMPRISED OF LOUISIANA RESIDENTS?
 YES _____ NO _____
 FAILURE TO SPECIFY ABOVE INFORMATION MAY CAUSE ELIMINATION FROM PREFERENCES.
 PREFERENCES SHALL NOT APPLY TO SERVICE CONTRACTS.

31. SIGNATURE AUTHORITY. IN ACCORDANCE WITH L.R.S. 39:1594 (ACT 121), THE PERSON SIGNING THE BID MUST BE:

31.1. A CURRENT CORPORATE OFFICER, PARTNERSHIP MEMBER OR OTHER INDIVIDUAL SPECIFICALLY AUTHORIZED TO SUBMIT A BID AS REFLECTED IN THE APPROPRIATE RECORDS ON FILE WITH THE SECRETARY OF STATE; OR

31.2. AN INDIVIDUAL AUTHORIZED TO BIND THE VENDOR AS REFLECTED BY AN ACCOMPANYING CORPORATE RESOLUTION, CERTIFICATE OR AFFIDAVIT; OR

31.3. AN INDIVIDUAL LISTED ON THE STATE OF LOUISIANA BIDDER'S APPLICATION AS AUTHORIZED TO EXECUTE BIDS. BY SIGNING THE BID, THE BIDDER CERTIFIES COMPLIANCE WITH THE ABOVE.

Invitation to Bid

PRICE SHEET

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NUMBER : 001663A

BIDDER:

OPEN DATE : 04/11/2011 TIME: 02:00 PM

UNLESS SPECIFIED ELSEWHERE SHIP TO:

Line No.	Description			Unit Price	Extended Amount
1	<p>Student Loan Servicing & Management...enter amount total from Attachment A - Pricing Schedule to the right under extended amount column</p> <p>Specify brand, model bid(if applicable)</p> <p>The LSU Health Sciences Center in New Orleans (LSUHSC) requests bids for a student loan servicing & management contract as specified in the scope of work. The contract for this agreement will be twelve (12) months. Upon mutual agreement by both parties, the contract can be renewed for four (4) additional twelve (12) month periods at the same prices, terms, and conditions. The total term of the contract cannot exceed sixty (60) months.</p> <p>Title 39 Service Contract</p> <p>Note: For purposes of clarification, this is an All or None Bid. Bidder shall provide a bid pricing schedule (see Attachment A Pricing Schedule). The total bid sum will be used to determine the lowest responsive and qualified bidder.</p>	1.00	MO		

Specific Conditions Bid #001663A
Bid Opening will take place on Monday, April 11, 2011 @ 2:00PM

THERE WILL BE NO MANDATORY PRE-BID MEETING

SECTION 1 – BIDDING AND CONTRACT DOCUMENTS

1.1 Definitions:

Bidder – a legal entity that submits an offer to sell to the Owner on a specified body of work. Generally where the term “Bidder” is used in the specifications, the indication is that the requirement or responsibility is associated with the bid submittal or other pre-award activities.

Contractor – as defined in RS 37:2150, includes general contractors, subcontractors, architects, and engineers who receive an additional fee for the employment or direction of labor, or any other work beyond the normal architectural or engineering services. Generally where the term “Contractor” is used in the specifications, the indication is that the requirement or responsibility is post-award. The term “Contractor” can also be used in the specification as an inclusive term that references the Contractor and all persons, Subcontractors, or other parties of interest acting on behalf of the Contractor in the performance of the contract as described in the specifications.

1.2 Interpretation of Documents and Prior Approvals:

If any person contemplating submitting a bid is in doubt of the meaning of any part of the specifications, plans or other proposed contract documents and/or desired approval of "or equal" products, they may submit to Michael Williams e-mail at MWIL34@LSUHSC.EDU or fax to 504-717-2901 a written request for an interpretation or prior approval not later than NOON on Thursday, March 31, 2011. Any interpretation of documents and prior approvals will be made only by addendum duly issued and mailed or delivered to each bidder receiving a set of the plans and specifications. LSUHSC will not be responsible for any other explanations or interpretation of the specifications or proposed documents.

1.3 Termination by LSUHSC for Convenience:

LSUHSC may, at any time, terminate the Contract for their convenience and without cause.

Upon receipt of written notice from LSUHSC of such termination for their convenience, the Contractor shall: cease operations as directed by LSUHSC in the notice; take actions necessary, or that LSUHSC may direct, for the protection and preservation of the work; and except for work directed to be performed prior to the effective date of termination stated in the notice, terminate all existing subcontracts and purchase orders and enter into no further subcontracts and purchase orders.

In case of such termination for LSUHSC's convenience, the Contractor shall be entitled to receive payment for work executed.

LSUHSC shall not be responsible or otherwise liable for any demobilization costs or incidental or consequential damages resulting from such termination.

1.4 Termination for Noncompliance:

LSUHSC may terminate this contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the Contract; provided that LSUHSC shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have either corrected such failure or, in the case which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction, then LSUHSC may, at its option, place the Contractor in default and the Contract shall terminate on the date specified in such notice. The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of LSUHSC to comply with the terms and conditions of this contract; provided that the Contractor shall give LSUHSC written notice specifying LSUHSC's failure and a reasonable opportunity for LSUHSC to cure the defect.

1.5 Pre-Bid Conference:

There will be no pre-bid conference for this solicitation.

1.6 Bidder's Representation:

Each Bidder by his bid represents the following:

- Bidder has read and understands the Bidding Documents and his or her bid is made in accordance therewith.
- Bidder's bid is based solely upon the materials, systems and equipment described in the Bidding Documents as advertised and as modified by addenda.
- Bid is not based on any verbal instructions contrary to the Contract Documents and addenda.

All work must be performed in accordance with all applicable state, and federal codes, laws, regulations and ordinances. Knowledge of existing codes, laws, regulations and ordinances pertaining to the specified work is the responsibility of the Bidder.

1.7 Bidding Procedure:

1. The Bidder must properly complete and sign Bid, including all required attestations and addendums. Any exceptions to the attached terms and conditions or the indemnification agreement shall be presented at the time of the bid submission. Note that any exceptions may result in a disqualified bid if the aforementioned exceptions are in conflict with state guidelines governing LSUHSC. Bids must be signed by a representative of your company authorized to enter into contract on behalf of your organization (see item 31 of the Instructions to Bidders on the Invitation to Bid for specific requirements for signature authority). Bidders must be licensed to do business with the State of Louisiana and be registered on the Secretary of State's website www.sos.louisiana.gov. Information on licensing and filing may be obtained at <http://www.sos.louisiana.gov/tabid/66/Default.aspx>. The following documents listed below must be submitted with this bid:

COVER LETTER WITH TAX ID NUMBER

INVITATION TO BID

ATTACHMENT A – PRICING SCHEDULE

ATTACHMENT B – CERTIFICATION STATEMENT

ATTACHMENT C – INDEMNIFICATION AGREEMENT

ATTACHMENT D – EQUAL EMPLOYMENT OPPORTUNITY CLAUSE

ATTACHMENT E – AFFIRMATIVE ACTION COMPLIANCE

ADDENDUMS (if any are posted during bid period)

2. All bids are due by 2:00 PM Monday, April 11, 2011 at 433 Bolivar Street, Room 623 (Purchasing Department), New Orleans, LA 70112. **Late bids will not be accepted, and will be returned unopened.** It is the bidder's responsibility to make sure bids are delivered before the bid opening. Delays by mail, traffic, or any other reason will be at the bidders own risk.

1.8 Calendar of Events:

<u>Event</u>	<u>Date</u>
RFQ Announcement	March 18, 2011
Written Inquiry Deadline (12:00 Noon)	March 31, 2011
Issue Responses to Provider Inquiries	April 1, 2011
Bid Submission Deadline & Bid Opening (2:00 PM)	April 11, 2011
Contract Award & Notification	April 13, 2011

NOTE: LSUHSC reserves the right to amend and/or change this schedule of RFQ activities, as it deems necessary.

1.9 Bid Submission:

Bids must be received on or before 2:00 PM on the date specified in the Calendar of Events (Section 1.8). Bidders mailing their quotes should allow sufficient mail delivery time to ensure receipt of their proposal by the time specified. The proposal package must be delivered at the Bidder's expense to:

Michael Williams – Senior Buyer
Louisiana State University Health Sciences Center – New Orleans
433 Bolivar Street
Room 623
New Orleans, LA 70112
Phone: (504) 568-6261
Fax: (504) 717-2901

PLEASE NOTE...all bids are due by 2:00 PM Monday, April 11, 2011 at 433 Bolivar Street, Room 623 (Purchasing Department), New Orleans, LA 70112. **Late bids will not be accepted, and will be returned unopened.** It is the bidder's responsibility to make sure bids are delivered before the bid opening. Delays by mail, traffic, or any other reason will be at the bidders own risk. Fax or e-mail bids will not be accepted.

BIDS SHALL BE DELIVERED IN A SEALED ENVELOPE WITH THE BID NUMBER CLEARLY MARKED ON THE OUTSIDE OF THE ENVELOPE.

SECTION 2 – SCOPE OF WORK (GENERAL)

2.1 Summary:

The LSU Health Sciences Center in New Orleans (LSUHSC) request bids for student loan servicing and management as specified in the scope of work. The contract duration will be from mid April 2011 through mid April 2012 with an option for contract renewal for four additional twelve month periods, provided that all terms and conditions (including pricing) remain the same.

2.2 LSUHSC Representation:

The intended designated representative of LSUHSC for this project is Patrick Landry, Executive Director of Accounting Services. Any changes to the scope of work or scheduling must be submitted to the designated LSUHSC representative. Patrick Landry can be contacted via phone at 504-568-4815. Should Mr. Landry be unavailable, Nicole Blanchard, Assistant Comptroller, should be contacted with any related questions or issues. Ms. Blanchard can be contacted via phone at 504-568-8308.

2.3 Coordination of Work:

LSUHSC is a twenty-four (24) hour a day, three hundred and sixty-five (365) days a year operation.

2.4 Compliance with Applicable Laws and Regulations:

Contractor shall perform all requirements under this contract in strict observance of and in compliance with all applicable laws, regulations, ordinances, codes and any other legislative or statutory requirements. Contractor shall obtain all permits and licenses and pay all taxes, charges and fees necessary to perform the services under this contract.

2.5 Excluded Vendor / Person List:

By signing this document, contractor certifies that neither the business entity nor any of its employees is currently listed as excluded or sanctioned by the Department of Health and Human Services, Office of Inspector General, or the General Services Administration. Contractor understands that if this business entity or any of its employees appear on either listing, the bid will be rejected. Furthermore, contractor understands that if at any time during the term of this contract that the business entity or any of its employees should appear on either listing, contractor will notify LSUHSC and this contract shall be terminated.

2.6 Resolving Contract Disputes:

State statute requires that disputes arising under this contract not be resolved in a forum outside of Louisiana. Requiring contract disputes to be resolved in a forum outside of this state or requiring their interpretation to be governed by the laws of another jurisdiction, are inequitable and against the public policy of this state.

2.7 Late Payment Policy:

State statute RS 39:1695 requires that if a state agency fails to make any payment within 90 days of the due date, that agency shall pay, in addition to the payment, interest on the amount due at the rate established pursuant to Civil Code Article 2824 (B) (3) per year, from the 91st day after the due date.

SECTION 3 – SCOPE OF WORK (DETAILED)

3.1 Billing Services:

The Vendor is required to provide student loan billing services in accordance with federal regulations.

1. The vendor must provide for monthly, quarterly, semi-annual, and annual billing frequencies.
2. The vendor must have the ability to process entitlements (deferments, postponements, bankruptcy, forbearances and cancellations) within forty-eight (48) hours of receipt for Full Service clients.
3. The vendor must accrue interest on a monthly basis.
4. The vendor must have the ability to generate consolidated billing statements for borrowers with multiple types of loans. Statements must have the ability to display up to twelve (12) loans on one (1) billing statement. The vendor will provide lines for special billing messages on the billing statement.
5. The vendor's billing statement must disclose a complete summary of each loan.
6. The vendor must provide a toll-free number for borrower inquiries.
7. The vendor must have the capability to produce Exit Interview Materials by bulk request and the ability to generate on-site exit interview disclosures via the online system.
8. Student loan billing service is in full compliance with the following:
 - Title II of the National Defense Education Act of 1958 as amended
 - Title VI and VII of the Public Health Act
 - Title IV of Higher Education Act of 1965 as amended and all provisions to these Acts
 - Department of Education and Federal programs added by the Federal government
 - Fair Debt Collection Practice Act (P.L. 95-109),
 - Title 26, United States Code, Section 6103(m)(4) and (5)] that are applicable to addresses obtained from the internal Revenue Service and acknowledges the substantial penalties which may be assessed by using the addresses for purposes other than of the student loan [Title 26, United States Code, Section 7213, 7217]
 - All established Federal and State regulations and guidelines.

3.2 Cash Collection Services:

The Vendor is required to provide cash collection services.

1. The vendor must provide the borrower the option of ACH (automatic clearing house) and online payments via vendor's website as a form of loan repayment.
2. The vendor must deposit funds received from borrowers upon receipt to an interest-bearing account in the name of the University. Interest will be earned from the day of deposit and credited monthly. The vendor is responsible for reconciling bank deposits with the parallel transactions on the borrower's loan records.
3. The vendor must follow-up on overdue accounts in accordance with "due diligence" process approved by the United States Department of Education.
4. The vendor must post all transactions (i.e., borrower payments, entitlements, etc.) through the last business day of each month. The University requires the ability to post entries via the on-line system through the last business day of the month. The vendor should provide a monthly calendar including cut-off dates.
5. The vendor must have the ability to assess collection costs, actual costs, late charges and/or penalty charges to borrower accounts systematically or manually.

3.3 On-Line Reporting Services:

The Vendor is required to provide on-line reporting services.

1. The vendor must provide credit bureau reporting via electronic media to any credit bureaus specified by the University or required by the United States Department of Education
2. The vendor must provide on-line reporting capabilities for borrowers
3. The vendor must provide monthly status reports of beginning loan balances, all new loans, advances, adjustments, cancellations, payments, deferments and ending loan balances
4. The vendor must provide cumulative and monthly accounting data for all borrower accounts
5. The vendor must provide monthly status report of all delinquent loans
6. The vendor must provide National Student Loan Data System reporting
7. The vendor must provide the reporting data needed to complete the Department of Health and Human Services Annual Operating Report (AOR).
8. The vendor must provide the reporting data needed to complete the Department of Education Fiscal Operations Report and Application to Participate (FISAP).

3.4 Training:

The Vendor is required to provide training to the University staff.

1. The vendor must provide initial and follow-up training for University employees. This could include annual on-campus training calls, regional seminars, or an annual user conference.
2. The vendor must provide a toll-free number for University staff inquiries.

3.5 Conversion:

If applicable, the Vendor will be required to convert data from the current system to the vendor's system. At time of award, the Vendor will be required to provide the following information:

1. Describe the detailed conversion time schedule and outline of the conversion process including the University's role in this process.
2. Describe the IT support personnel required to create a conversion file.
3. Describe the responsibility of the conversion personnel and their involvement in new client training.
4. Describe what transactions will be converted to your system. At a minimum, this must include all transactions (payment, deferment, cancellation, adjustment, etc.), notes, collection history, imaged documents and credit bureau information.
5. Describe the balancing and reconciliation of the University's data after the conversion.
6. Describe how the vendor will confirm with the borrower, upon completion of the conversion, the status of the account using the newly created record.

3.6 Optional Services:

At time of award, the Vendor should provide information on any additional services that may be of interest to the University in the management of its student loan portfolio, along with any associated costs.

3.7 Experience Requirements:

Bidders must have five or more years of experience with Perkins, HPSL and NSL billing and servicing as evidenced by submitting references (with contact information) from five universities of which the bidder currently provides or has provided service with loan portfolios similar to or larger than that of LSUHSC-New Orleans. These references must be submitted with your bid.

3.8 Professional Organization Membership Requirements:

Vendor must be a member of one or more of the following professional organizations: National Association of College and University Business Officers, National Association of Student Financial Aid Administrators, Student Loan Servicing Alliance. Evidence of this must be submitted with your bid.

SECTION 4 – SUMMARY OF LSUHSC-NO STUDENT LOAN PROGRAM*as of June 30th, 2010*

<u>NDSL/Perkins Loan</u>	# of Accounts	Principal
Enrolled	251	\$956,185.00
Grace	7	\$17,500.00
Deferred	169	\$674,827.46
Repayment on Schedule	306	\$1,095,470.57
Repayment Other	147	\$461,802.22
Total Outstanding	880	\$3,205,785.25

<u>Institutional Loans</u>	# of Accounts	Principal
Enrolled	58	\$143,232.00
Grace	0	\$0.00
Deferred	7	\$79,170.66
Repayment on Schedule	38	\$182,758.07
Repayment Other	21	\$114,223.06
Total Outstanding	124	\$519,383.79

<u>Health Profession Student Loans</u>	# of Accounts	Principal
Enrolled	53	\$573,393.00
Grace	1	\$49,482.00
Deferred	4	\$148,418.63
Repayment on Schedule	77	\$1,714,914.17
Repayment Other	30	\$177,300.54
Total Outstanding	165	\$2,663,508.34

<u>Primary Care Student Loans</u>	# of Accounts	Principal
Enrolled	0	\$0.00
Grace	0	\$0.00
Deferred	0	\$0.00
Repayment on Schedule	29	\$816,619.56
Repayment Other	4	\$217,677.30
Total Outstanding	33	\$1,034,296.86

<u>Nursing Student Loans</u>	# of Accounts	Principal
Enrolled	23	\$68,857.00
Grace	20	\$79,150.00
Deferred	8	\$39,884.36
Repayment on Schedule	209	\$736,573.35
Repayment Other	88	\$290,515.18
Total Outstanding	348	\$1,214,979.89

ATTACHMENT A – PRICING SCHEDULE

Monthly Servicing Fees

Loan Installment Frequency	Projected Monthly Volume	Rate per Month	Projected Total Cost per Month
In-school	177		
Grace	177		
Monthly	1186		
Monthly 2nd	48		
Paid in Full	6403		
Assigned	81		
NSLDS	840		
Credit bureau reporting	1588		
Online Access (monthly charge)	1		
TOTAL			

Calculate “Projected Total Cost per Month” by multiplying your “Rate per Month” by the “Projected Monthly Volume” for each line. Enter the total on the last line. Bids will be evaluated based on total cost figure.

Training Costs

Any training costs (including related travel costs) should be rolled into your monthly rates.

Conversion Costs

Any conversion costs should be rolled into your monthly rates.

ATTACHMENT B: CERTIFICATION STATEMENT

OFFICIAL CONTACT. The State requires that the Provider designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below: (Print Clearly):

Date: _____ Official Contact Name: _____

A. E-mail Address: _____

B. Facsimile Number with area code: (____) _____

C. US Mail Address: _____

D. Telephone Number: _____

Provider certifies that the above information is true and grants permission to the State or Agencies to contact the above named person or otherwise verify the information I have provided.

By its submission of this proposal and authorized signature below, Provider certifies that:

- (1) The information contained in its response to this RFQ is accurate;
- (2) Provider warrants that, to the best of his/her/its knowledge and belief, there are no relevant facts which could give rise to organizational conflicts of interest or that the Provider has disclosed all potential or actual organizational conflicts of interest. The Provider agrees that if it becomes the Selected Provider and an organizational conflict of interest with respect to this contract is then discovered, an immediate and full disclosure in writing shall be made to the LSUHSC-NO which shall include a description of the action which the Provider has taken or will take to avoid or mitigate such conflicts. In the event that the successful Provider knowingly failed to disclose a conflict, LSUHSC-NO may immediately terminate the contract for default. Provider certifies that its personnel, who perform work under this contract, have been informed of their obligations to report personal and organizational conflicts of interest to the Provider. The term of this prohibition shall endure for the entire period of this contract and for two (2) years thereafter.
- (3) Provider complies with each of the mandatory requirements listed in the RFQ and will meet or exceed the deliverables specified therein;
- (4) Provider accepts the procedures, contract terms and conditions, and all other administrative requirements set forth in this RFQ.
- (5) Provider's quote is valid for at least ninety (90) days from the date of Provider's signature below;
- (6) Provider understands that if selected as the successful Provider, he/she will have ten (10) business days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document.

Authorized Signature: _____

Typed or Printed Name: _____

Title: _____

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

SIGNATURE of Provider's Authorized Representative

/ _____
DATE

ATTACHMENT C - INDEMNIFICATION AGREEMENT

The Selected Provider/Subcontractor agrees to protect, defend, indemnify, save, and hold harmless LSUHSC-NO, State of Louisiana, all State Departments, Boards, and Commissions, officers, agents, servants, and employees, including volunteers, from and against any and all claims, demands, expense, and liability arising out of injury or death to any person or the damage, loss or destruction of any property which may occur or in any way grow out of any act or omission of Selected Provider/Subcontractor, its agents, servants, and employees or any and all costs, expense, and/or attorney fees incurred by Selected Provider/Subcontractor, as a result of any claims, demands, and/or causes of action except of those claims, demands, and/or causes of action arising out of the negligence of LSUHSC-NO, State of Louisiana, all State Departments, Boards, Commissions, its agents, representatives, and/or employees. Selected Provider/ Subcontractor agrees to investigate, handle, respond to, provide defense for and defend any such claim, demand, or suit at its sole expense and agrees to bear all other costs and expenses related thereto, even if any such claim, demand, or suit is groundless, false, or fraudulent.

LSUHSC-NO shall not be responsible or held liable for any injury or damage to persons or property resulting from the use, misuse, or failure of any equipment used by the Selected Provider or any of the Selected Provider's agents, servants, or employees, even if such equipment is furnished by LSUHSC-NO to the Selected Provider. The acceptance or use of any such equipment by the Selected Provider shall be construed to mean that the Selected Provider accepts full responsibility for, and agrees to indemnify and to defend LSUHSC-NO against any and all loss, liability, and claims for any injury or damage whatsoever resulting from the use, misuse, or failure of such equipment, whether such damage or injury is to an employee, agent, or servant, or the property of the Selected Provider, other contractors or subcontractors, LSUHSC-NO, or other persons.

Accepted by: Company _____
Name _____
Signature _____
Title _____
Date _____

Is Certificate of Insurance Attached? _____ Yes _____ No

ATTACHMENT D: EQUAL EMPLOYMENT OPPORTUNITY CLAUSE

As required by U.S. Labor Department, Office of Federal Contract Compliance, Section 60-1.4.

During the performance of this contract, the successful bidder (contractor or vendor) agrees as follows:

- (1) The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer, recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting offer setting forth the provision of this non-discrimination clause.
- (2) The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex or national origin.
- (3) The Contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided by the agency contracting officer, advising the labor union or workers' representative of the Contractor's commitments under section 202 of Executive Order 11246 of September 24, 1965, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
- (4) The Contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
- (5) The Contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access of his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
- (6) In the event of the Contractor's noncompliance with the non-discrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated or suspended in whole or in part and the Contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
- (7) The Contractor will include the provisions of paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The Contractor will take such action with respect to any subcontract or purchase order as the contracting agency may use direct as a means of enforcing such provisions including sanctions for noncompliance: Provided, however, that in the event the Contractor becomes involved in, or is threatened with, litigation with the subcontractor or vendor as a result of such direction by the contracting agency, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

Assurance

The bidder (offeror or applicant) assures Board of Supervisors of Louisiana State University and Agricultural and Mechanical College that he does not and will not maintain or provide for his employees any segregated facilities at any of his establishments, and that he does not and will not permit his employees to perform their services at any location, under his control, where segregated facilities are maintained. The bidder (offeror or applicant) understands that the phrase "segregated facilities" includes facilities which are in fact segregated on a basis of race, color, creed, or national origin, because of habit, local custom, or otherwise. The bidder (offeror or applicant) understands and agrees that maintaining or providing segregated facilities for his employees or permitting his employees to perform their services at any locations, under his control, where segregated facilities are maintained is a violation of the equal opportunity clause required by Executive Order 11246 of September 24, 1965.

The bidder (offeror or applicant) further understands and agrees that a breach of the assurance herein contained subjects him to the provisions of Orders of the Secretary of Labor dated May 9, 1967, and the provisions of Orders of the Secretary of Labor dated May 9, 1967, and the provisions of equal opportunity clause enumerated in contract between Board of Supervisors of Louisiana State University and Agricultural and Mechanical College and bidder (offeror or applicant).

Whoever knowingly and willfully makes any false, fictitious, or fraudulent representation may be liable to criminal prosecution under 18 U.S.C. Section 1001.

Vendor

By:

Name and Title

(must be signed by an authorized Executive Official)

Date:

ATTACHMENT E: AFFIRMATIVE ACTION COMPLIANCE

(a) **REQUIREMENTS OF PROGRAMS.** In accordance with Section 60-1.4 of Chapter 60 of Title 41 of the Code of Federal Regulations, as amended, the Seller shall develop and shall require each of its lower-tier subcontractors hereunder who has 50 or more employees and a subcontract of \$50,000 or more to develop a written affirmative action compliance program for each of its establishments. A necessary prerequisite to the development of a satisfactory affirmative action program is the identification and analysis of problem areas inherent in minority employment and an evaluation of opportunities of utilization of minority group personnel. The Seller's and each of its nonexempt lower-tier subcontractor's programs shall provide in detail for specific steps to guarantee equal employment opportunity keyed to the problems and needs of members of minority groups, including, when there are deficiencies, the development of specific goals and timetables for the prompt achievement of full and equal employment opportunity. The Seller and each of its nonexempt lower-tier subcontractors shall include in his affirmative action compliance program a table of job classifications. This table should include but not be limited to job titles, principal duties (and auxiliary duties if any), rates of pay, and where more than one rate of pay applies (because of length of time in job or other factors), the applicable rates. The affirmative action compliance program shall be signed by an executive official of the Seller or lower-tier subcontractor as the case may be.

(b) **UTILIZATION EVALUATION.** The evaluation of utilization of minority group personnel shall include the following:

- (1) An analysis of minority group representation in all job categories.
- (2) An analysis of hiring practices for the past year, including recruitment sources and testing, to determine whether equal employment opportunity is being afforded in all job categories.
- (3) An analysis of upgrading, transfer and promotion for the past year to determine whether equal employment opportunity is being afforded.

(c) **MAINTENANCE OF PROGRAMS.** Within 120 days from the commencement of the applicable purchase order of the lower-tier subcontract hereunder, the Seller and each nonexempt lower-tier subcontract hereunder shall maintain a copy of separate affirmative action compliance programs for each establishment, including evaluations of utilization of minority group personnel and the job classification tables, at each local office responsible for the personnel matters of such establishment. An affirmative action compliance program shall be part of the manpower and training plans for each new establishment and shall be developed and made available prior to the staffing of such establishment. A report of the results of such program shall be compiled annually and the program shall be updated at that time. This information shall be made available to representative of the agency or director upon request and the Seller's and each nonexempt lower-tier subcontractor's affirmative action program and the results it produces shall be evaluated as part of compliance review activities.

VENDOR:

BY:
(Must be signed by authorized executive official)

TITLE:

DATE: